

# 4 Getting Help

## Introduction to Getting Help

If you have questions regarding CMS Net Web:

Call the CMS Net Help Desk Toll Free at: (866) 685-8449

FAX: (916) 327 – 0997

Hours of Operation:

Monday through Friday: 7 AM – 5 PM. (916) 327 – 2378

Email the CMS Net Help Desk: [cmshelp@dhs.ca.gov](mailto:cmshelp@dhs.ca.gov)

*With at least 48 hours notice CMS Net can still be made available to users during non-business hours. However, there will be no on-call support. Please contact the CMS Net Help Desk to make arrangements*